Frequently Asked Questions regarding filing a claim with the National Provider Identifier (NPI)

New Question 1: What is the taxonomy qualifier on an 837 transaction?
Answer: The taxonomy qualifier on an 837 transaction is "BI".

New Question 2: Medicare says that taxonomy is not required for claims processing. Why are my Medicare claims denying for KY Medicaid?
Answer: Medicare may not require the taxonomy to adjudicate a claim for payment. However, if you have more than one Medicaid number tied to the NPI number taxonomy is required for a secondary identifier for Medicaid. Even though Medicare may not use the taxonomy for adjudication, Medicare will send the taxonomy code to Medicaid.

New Question 3: Is there additional information on *National Provider Identifiers on Crossover Claims?*
Answer: The Centers for Medicare & Medicaid Services (CMS) has been alerted that small numbers of Coordination of Benefits Agreement (COBA) trading partners are having difficulty accepting 837 professional crossover claims where the 2310A loop ("Referring Physician" NM108 and NM109 segments are blank and also missing the accompanying "REF" segment. Providers would have transmitted these professional claims to Medicare prior to May 23, 2008, without an NPI. The Coordination of Benefits Contractor (COBC) has no method for re-sending these already transmitted claims with the 2310-A REF segment included. Therefore, if Kentucky Medicaid experience problems with accepting 837 professional claims due to translator programming, we will inform providers that it will be necessary for them to bill Kentucky Medicaid directly for these claims.

To mitigate further occurrences of the 2310-A REF problem within your 837 professional claim files, the COBC will, effective with June 11, 2008, no longer transmit claims that do **not** contain an NPI value where required.

If you have further questions, contact the EDI Helpdesk at (800) 205-4696.

New Question 4: Is there additional information on identifying Secondary Providers in KY Medicaid Claims?
Answer: If the entity to be identified as the participating provider does not furnish an NPI at the time of the order/referral/purchase or time of service, the billing provider must attempt to obtain that NPI in order to use it in the claim. The billing provider may use the NPI Registry or may need to contact the participating provider in order to obtain the NPI. While the Implementation guides for the 837 claims transactions permit the reporting of the Social Security Number (SSN) for some secondary providers if there is no NPI, we do not believe the billing provider will be successful in the obtaining the SSN.

- If unable to obtain the NPI of the entity to be identified in the service facility location loop, no identifier should be reported in that loop.
- If unable to obtain the NPI of the participating provider, the billing provider shall use its own NPI to identify those secondary providers. Kentucky Medicaid will not pay these claims if these secondary providers are not identified by NPIs after May 23, 2008

Note: Kentucky Medicaid is NOT allowing pharmacy providers to use their own NPI in the prescriber field on the claim. Pharmacy providers are to bill the NPI of the prescriber, if they have it. If they do not have the prescriber's NPI, the pharmacy provider should submit the prescriber's license number for a period of time,

Question 5: Why is the National Provider Identifier (NPI) required?
Answer: The NPI Final Rule (69 FR 3434) standardized requirements for claims submissions in the Health Insurance Portability and Accountability Act (HIPAA) transaction for health care providers. The NPI is one of the requirements used to identify a provider as a health care provider in HIPAA transactions.

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For further information, refer to the Centers for Medicare and Medicaid Services (CMS) NPI page at
http://www.cms.hhs.gov/NationalProvIdentStand

Question 6: Do all providers need an NPI?
Answer: No, some providers (classified as "atypical") are not required to have an NPI. Atypical provider types include Hands; Commission for Handicapped Children; Title V; First Steps; Impact Plus; Non-emergency Transportation.

Question 7: What do "atypical" providers use instead of an NPI?
Answer: Atypical providers will continue to use their Kentucky Medicaid provider numbers when submitting claims to EDS. For more information, refer to the April 28, 2008 Atypical Provider Letter on the DMS website at http://chfs.ky.gov/NR/rdonlyres/26284213-A983-4228-BDDD-DD2CFAC101F8/0/NPIAtypicalProviderLetter.pdf,

Question 8: Can you tell what kind of provider I am from my NPI?
Answer: No, the NPI number is unique to you (or your company), and contains no intelligence and does not tell us the provider type. You may need an additional number (called a taxonomy number) that tells us your type and specialty. The taxonomy is another identifier Ky Medicaid uses to uniquely identify the provider, if needed to do so.

Question 9: Do I need anything besides my NPI?
Answer: Possibly, if you have more than one facility or office, **you may need a taxonomy number to distinguish between provider types**.   A taxonomy number tells us what the provider type and specialty is- allowing us to distinguish your, for example, hospital claims from your nursing home claims.

For example, if your company owns a hospital and a nursing home (NF), the hospital and NF may have one NPI to use to bill both the hospital and NF. In this case, the provider needs to have a taxonomy on file for each provider type/number and the provider needs to ensure the appropriate taxonomy for the provider type is billed on claims.

Or, the facility may have multiple NPIs (an NPI for the hospital and an NPI for the NF). CMS permits facilities or type 2 Organizational providers as they are referred to, to enumerate either way. If the facility chooses to have one NPI to bill services for both the hospital and NF, then it is strongly suggested that the facility have a taxonomy on file with Kentucky Medicaid so that we can uniquely identify each provider i.e. a taxonomy on file for the hospital and a taxonomy on file for the NF.

Question 10: Is the taxonomy specific to me?
Answer: No, there is a taxonomy number for each type/specialty, but they are not unique to you. For example, two physicians who specialize in neurosurgery would have different NPIs, but the same taxonomy.

Question 11: Do I need an NPI for each of my provider numbers?
Answer: No, you can have a single NPI; however if you are enrolled in Kentucky Medicaid under different provider types and you only have one NPI, you will need to submit claims with the taxonomy that represents the provider type, so that Kentucky Medicaid, when processing the claim can uniquely identify the provider.

Question 12: How many NPIs and taxonomies can I have?
Answer: A provider who is an individual provider (not incorporated) may only have one NPI. An incorporated individual would have at least two NPIs. One or more for the organization and one for the individual. A corporation could have one NPI representing all locations or types of services or a corporation could have multiple NPIs representing all locations or types of services.

Question 13: How do you match my NPI with my Medicaid account?

Answer: You must file your NPI/taxonomy with Provider Enrollment at First Health. Once the NPI/taxonomy is on file, EDS can correctly process your claims. For more information on registering your NPI, refer to the First Health NPI page at https://kentucky.fhsc.com/kmaa/providers/npi.asp. You may also refer to the Department for Medicaid Services (DMS) NPI Page at http://chfs.ky.gov/dms/NPI.htm.

Question 14: Do I still need to submit my Kentucky Medicaid provider number?
Answer: No, Claims received by EDS for processing submitted with both the NPI and legacy provider number OR just a legacy provider number will deny effective May 23, 2008 unless you are an atypical provider. (Refer to Question 3 for information on atypical providers)

Question 15: How do I fill out my claim forms using the NPI?
Answer: Listed below are instructions explaining how a provider fills out claims form using an NPI. For additional questions on submitting the forms, providers may either refer to the billing instructions at http://www.kymmis.com/kymmis/Provider%20Relations/billingInst.aspx or contact Provider Relations at (800) 807-1232

NPI with Taxonomy for the CMS 1500 claim form:
KY Medicaid advises providers to use this method when a single NPI corresponds to multiple provider ID numbers or if more than one NPI was obtained for one KY provider ID.
o   Enter ZZ in form locator 24I (shaded area);
o   Enter the rendering provider's taxonomy number in form locator 24J (shaded area);
o   Enter the rendering provider's NPI in form locator 24J (non-shaded area);
o   Enter the "pay-to" provider's NPI in form locator 33A; and
o   Enter ZZ and the "pay-to" provider's taxonomy number if form locator 33B
o   Enter the Kenpac NPI number in form locater 17B if applicable

NPI with Taxonomy for the UB-04 claim form:
KY Medicaid advises providers to use this method when a single NPI corresponds to multiple provider ID numbers or if more than one NPI was obtained for one KY provider ID.
o   Enter the provider's NPI in form locator 56
o   Enter the provider's taxonomy number in form locator 57
o   Enter the providers zip code in 57 other

NPI with Taxonomy for the ADA 2006:
KY Medicaid advises providers to use this method when a single NPI corresponds to multiple provider ID numbers or if more than one NPI was obtained for one KY provider ID.:
o   Enter the clinic NPI in form locator 49 (if applicable);
o   Enter the clinic's taxonomy number in form locator 52A (if applicable);
o   Enter the rendering provider's NPI in form locator 54; and,
o   Enter the rendering provider's taxonomy in form locator 56A.

Question 16: How should a provider request the NPI of another provider?
Answer: It is very important that health care providers share their NPIs with Provider Enrollment and with other health care providers who need their NPIs for transaction purposes. For example, providers who refer patients to one another may need to report the referring providers' NPIs on health care claims. 45 CFR 162.410(a)(3), requires a covered health care provider to disclose their NPI to any entity that needs it for use in HIPAA standard transactions. However, the Final Rule is silent on how providers should request each others NPIs. Therefore, any means, verbal or written, may be acceptable based on the business process that each provider has created to make or accommodate these requests.

If a provider refuses to disclose their NPI for purposes of use in a HIPAA transaction, that provider may be subject to actions under the Enforcement Rule if a complaint is filed with CMS.

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The NPPES site allows searching for providers with registered NPI by name and practice address. Providers may access the NPPES site at https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do.

Note: Pharmacy claims require the prescriber's NPI in order to process the claim.

Question 17: Now that I use the same number for all carriers, can I send the same claim forms to you that I send to Medicare and Aetna, etc.?
Answer: No. Even though you will use the NPI for all of them, the paper claim form instructions may differ. HIPAA required that all carriers accept standard electronic transactions (837), but carriers (such as Kentucky Medicaid) may have different instructions for paper claim forms.

NPI Resources

Centers for Medicare and Medicaid NPI Resources:
o CMS NPI Overview: http://www.cms.hhs.gov/NationalProvIdentstand/
o CMS NPI FAQs: http://questions.cms.hhs.gov/cgi-bin/cmshhs.cfg/php/enduser/std_alp.php?p_sid=Qjr3YRYh&p_lva=&p_li=&p_page=1&p_cv=&p_pv=&p_prods=0&p_cats=&p_hidden_prods=&prod_lvl1=0&p_search_text=NPI&p_new_search=1&p_search_type=answers.search_nl

Other NPI Resources:
o APPLY FOR NPI: https://nppes.cms.hhs.gov/NPPES/Welcome.do
o VIEW/OBTAIN NPPES PRINTOUT: https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do
o NPI FINAL RULE: http://a257.g.akamaitech.net/7/257/2422/14mar20010800/edocket.access.gpo.gov/2004/pdf/04-1149.pdf
o EDS (BILLING/CLAIMS): http://www.kymmis.com/kymmis/Provider%20Relations/billingInst.aspx
o *First Health* (ENROLLMENT/FILE MAINTENANCE/NPI REGISTRATION): http://kyhealthchoices.fhsc.com
o DMS: http://chfs.ky.gov/dms/

Helpful Phone Numbers:
o First Health *NPI*/Taxonomy at (800) 639-5195
o EDS Provider Relations at (800) 807-1232
o EDI Helpdesk at (800) 205-4696